



Title: Tier 1 Help Desk Specialist
Reports to: Help Desk Supervisor/Director of Managed Services
Company: Focus Data Solutions
Location: Alexandria, VA
Date of Preparation: June 2017

Position Summary:

The Tier 1 Help Desk Specialist provides **remote**, first-level technical information systems support for networks, computers, applications and peripherals. The goal is to minimize end user down time, increase client productivity and provide a world class client experience. This person must have impeccable telephone and customer services skills.

Key Accountabilities and Responsibilities:

- Execute delivery of routine technical support for clients
- Handle client troubleshooting emergencies and bring to a successful outcome
- Respond to client issues and questions in a timely manner
- Complete tasks on schedule and detail progress with client and supervisor
- Maintain company's good relationship with client base

Qualifications:

- Current/Legacy Versions of Windows
- Browser Applications
- Office productivity suites
- Printer and Peripheral Experience
- Computer Setups
- Exchange, Office365
- Network user issues
- DNS, DHCP, TCP/IP
- Supervised Server Maintenance Tasks

Requirements:

- Bachelor's Degree or equivalent experience
- 1-2 years of help desk experience in a business applications environment
- Proven customer service, telephone and communication skills
- Satisfactory completion of background check
- Availability during standard office hours: 8:30am – 5:30pm, Monday – Friday
- Must be available for periodic on-call assignments with some night and weekend work as needed
- Demonstrated abilities include: outstanding customer service, technical savvy, flexibility, ability to work alone, self-motivated, ability to follow through with projects and ability to discuss technical issues with clients not normally familiar with technical matters
- Certifications are a plus

The above position description is not intended to be an all-inclusive list of duties and standards of this position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor or company leadership.

Founded in 2001, Focus Data Solutions provides technology services to a wide array of clients in the Northern Virginia and the DC Metro area. We specialize in managed services, which encompasses 24/7 monitoring, preventative maintenance, security services and backup and disaster recovery. We also offer network relocation services, web and email hosting and VCIO level consulting.



1020 N. Fairfax Street, Suite 400, Alexandria, VA 22314 – 703-836-0080
www.focusdatasolutions.com – employment@focusdatasolutions.com